



MTF Action Plan Report

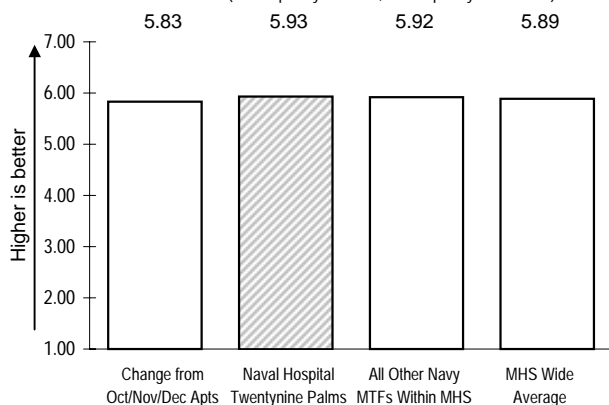
Naval Hospital Twentynine Palms

Patient Satisfaction Report: January/February/March 2001 Appt. Data

Total Mailed = 1134 Returns As Of Cutoff = 261 Non-deliverables = 136 Response Rate = 26.2%

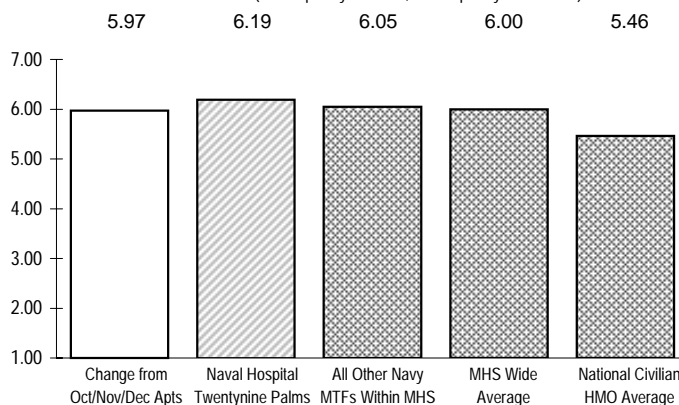
Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From Naval Hospital Twentynine Palms

Significantly Different From Naval Hospital Twentynine Palms

Comparison To:

Change from Oct/Nov/Dec Apts	* Highest Correlation with Clinic Satisfaction (Q12) ** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor)	Mean Score	All Other Navy MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
<div><div></div><div></div></div>	Access Average	3.68	3.68 <div><div></div><div></div></div>	3.68 <div><div></div><div></div></div>	3.52 <div><div></div><div></div></div>
<div><div></div><div></div></div>	* Office wait time (Q9)	3.71	3.60 <div><div></div><div></div></div>	3.58 <div><div></div><div></div></div>	3.34 <div><div></div><div>▲</div></div>
<div><div>▲</div><div></div></div>	* Referral for specialty care (Q10c)	4.10	3.79 <div><div>▲</div><div></div></div>	3.74 <div><div>▲</div><div></div></div>	N/A <div><div>NA</div><div></div></div>
<div><div></div><div></div></div>	* Access to medical care (Q10b)	3.67	3.78 <div><div></div><div></div></div>	3.77 <div><div></div><div></div></div>	3.71 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Time to return your call (Q11)	3.53	3.46 <div><div></div><div></div></div>	3.47 <div><div></div><div></div></div>	3.13 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	Ease of making phone appointment (Q10a)	3.76	3.75 <div><div></div><div></div></div>	3.76 <div><div></div><div></div></div>	3.82 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Appointment wait time (Q7)	3.71	3.78 <div><div></div><div></div></div>	3.79 <div><div></div><div></div></div>	3.51 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	Quality Average	4.19	4.14 <div><div></div><div></div></div>	4.09 <div><div></div><div></div></div>	3.83 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	** Overall quality of care received (Q3j)	4.26	4.20 <div><div></div><div></div></div>	4.15 <div><div></div><div></div></div>	3.88 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	** How well the care met your needs (Q3i)	4.11	4.06 <div><div></div><div></div></div>	4.01 <div><div></div><div></div></div>	3.77 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	** Thoroughness of treatment (Q3c)	4.27	4.21 <div><div></div><div></div></div>	4.17 <div><div></div><div></div></div>	3.90 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	How much you were helped (Q3h)	4.11	4.03 <div><div></div><div></div></div>	3.97 <div><div></div><div>▲</div></div>	3.73 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	Explanations of procedures and tests (Q3d)	4.21	4.19 <div><div></div><div></div></div>	4.16 <div><div></div><div></div></div>	3.87 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	Interpersonal Relationship Average	4.16	4.15 <div><div></div><div></div></div>	4.11 <div><div></div><div></div></div>	3.81 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	** Personal interest in you (Q3e)	4.16	4.17 <div><div></div><div></div></div>	4.13 <div><div></div><div></div></div>	3.88 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	** Amount of time with Dr. and staff (Q3g)	4.03	4.03 <div><div></div><div></div></div>	4.00 <div><div></div><div></div></div>	3.62 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	** Advice on ways to avoid illness/stay healthy (Q3f)	4.08	4.03 <div><div></div><div></div></div>	4.00 <div><div></div><div></div></div>	3.67 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	Attention given to what you had to say (Q3b)	4.25	4.25 <div><div></div><div></div></div>	4.19 <div><div></div><div></div></div>	3.93 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	Friendliness and courtesy of staff (Q3a)	4.30	4.26 <div><div></div><div></div></div>	4.22 <div><div></div><div></div></div>	3.94 <div><div></div><div>▲</div></div>

Your rating is:



Lower



Same



Higher